

# CERTIFICATION

## SAP Standard Application Benchmarks

The SAP Interaction Center (IC) standard mySAP CRM 2005 application benchmark performed on September 20, 2006 by Dell in Austin, TX, USA was certified on October 4, 2006 with the following data:

Number of benchmark users :	310 IC (Interaction Center)
Average online response time:	0.83 seconds
Number of Customer Interactions/hour:	11,229
IC user interaction steps/hour	103,066
http service requests/hour	155,965
CPU utilization of central server:	97%
Operating System central server:	Windows Server 2003 Enterprise Edition
RDBMS:	SQL Server 2005
SAP CRM Release:	5.0

### Configuration:

Central server: Dell PowerEdge Model 6850, 4 processors / 8 cores / 16 threads, Intel XEON 7040, 3.0 GHz, 16 KB L1 data cache, 2 MB L2 cache, 32 GB main memory

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